



May 19, 2004

**OKLAHOMA BULLETIN NO. OK330-4-6**

**SUBJECT: MGT – Team Contacts**

**Purpose:** To provide guidance on the selection and responsibilities of Team Contacts.

**Expiration Date:** September 30, 2004

At the Quality Leadership Team (QLT) meeting in January, the decision was made to reduce the number of Team Contacts to the following categories:

- Arc View
- Customer Service Toolkit
- HEL Compliance
- Information Technology
- PRS

The purpose of the Team Contact is to be the Team's first line responder to questions team members may have concerning their assigned contact area. It is understood that State Office staff will train Team Contacts and then utilize the Team Contacts to disseminate training and/or guidance to other team members.

Team Contacts are critical to the mission of Oklahoma NRCS and, therefore, it is vital that Teams select individuals who can attain, or possess, the necessary skill level to be the first responder to team questions, and/or train other team members. Teams must carefully evaluate selections to a Team Contact position and ensure they will carry out assigned responsibilities. State staff will make a concerted effort to utilize Team Contacts as the first responder in training and guidance dissemination.

After selecting new Team Contacts, the Team Coordinator will provide an electronic message of the selection to Johnny Green, utilizing the email hot link function on the Oklahoma home page Team Contact web site. Johnny Green will update the Team Contact information and send a message to key State staff members who need to know the identities of the Team Contacts..

Again, Team Contacts are critical to the success of the Oklahoma NRCS Team. Questions concerning Team Contact responsibilities should be directed to the following contact sponsors:

- Arc View – Jim Henley
- Customer Service Toolkit – Suzanne Collier
- HEL Compliance – Suzanne Collier
- Information Technology – Bill Porter
- PRS – Jamey Wood

/s/

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